



REQUEST FOR PROPOSAL FY20-R-001

for

INFORMATION TECHNOLOGY (IT) SERVICES

for

DES MOINES REGIONAL TRANSIT AUTHORITY

Addendum 1

Date: August 14, 2019

Items Included in this Addendum:

- **Answers to all questions submitted on or before August 9, 2019**

**Des Moines
Area Regional
Transit Authority**

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1. What version of GP is DART on today?
2018
2. What version of CRM is DART on and is it in the cloud or on-premises?
Microsoft Dynamics 9.0 and it is cloud based
3. Can you provide copy of the Capital Plan, or otherwise elaborate on major business and IT priorities affected by this RFP? (it appears that the Capital Plan is not on the website; can top IT priorities be identified in the term of this contract?)
DART is in the process of completing a long-range technology plan which will include a full capital plan. However, larger-scale projects that we are in process and/or have coming up in the next 1-2 years are:
 - **Long-range technology plan**
 - **PCI Compliance**
 - **HIPAA Compliance**
 - **New enterprise storage (currently running Netapp FAS2500s at both locations)**
 - **New digital wayfinding signage at DART Central Station**
 - **Upgrade/replace Firewalls**
 - **Upgrade/replace several routers and switches in the network**
 - **Implement an Enterprise Document Management System**
 - **Cloud Strategy (no formal plan today)**
 - **DR and BC Plans (no formal plan today)**
 - **Networking and infrastructure support of a potentially new maintenance facility and transit hubs within the region**
 - **Optimization of Human Resources Software**
 - **Increased network security measures**
4. Of these priorities, which are most important to address, by when?
Strategy and security measures are going to be high priority for us in the near term. So, developing the technology plan, DR and BC plans are important. Also, working towards PCI, HIPAA and overall network security are important as well.

Items that are already in process or going to be in the near future as well are new enterprise storage, new firewalls, replacement of routers and switches, and digital wayfinding signage.

Longer range items would include a document management system, new maintenance facility infrastructure, new HR software, potential change of CRM system, improved redundancy across our network.
5. Which areas/departments within DART are affected by these major business and IT priorities?
With a lot of these items, all departments will be affected in one way or another.
6. What is the capital budget for addressing these major business and IT priorities?
Each project is budgeted separately on an as-needed basis. In this fiscal year, we have budgeted for the digital signage, PCI compliance, enterprise storage, firewalls, and some around the technology, DR, and BC planning.
7. Among the many potential scope items noted in Section 2, which are most important, and where do you anticipate needing outside help the most?
General IT support is going to be very important in this relationship with DART. Items like networking, storage, phone system, ERP system, firewalls, etc. configuration and



maintenance are going to be key. DART has a relatively lean IT staff, so we will supplement work as needed in these areas.

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8. It is stated in Sec. 2.2 Scope of Work "The purpose of this RFP is to establish contracts with multiple vendors for Information Technology Consulting Services for the various categories identified below." However, under Categories A-D, DART requests services and support on all listed technologies, which would fall under the general guidelines of a professional Managed Services contract. Managed Services contracts are typically provided with a simple monthly cost per knowledge user for all associated category SLA's.
 - a. Based on Section 5.3 Type of Contract it states "DART intends to award a firm, fixed price contract. The services of the Firm will be based on the Scope of Work as outlined in Section 2 (Scope of Work)." This would be more of a managed services agreement than a consulting engagement. Is DART looking strictly for consulting services, or are you looking for a true managed services partner for the current and future technology projects, or both?
DART is looking for partners for both. Consulting / supplemental services for future projects as well as general IT support and best practice consulting.
9. We provide no cost Workshop Assessments and Analytics (WAVES Process) based on all 4 requested categories utilizing Architects with the highest manufacturer certifications across: (1) Information Management and Network Infrastructure Services, (2) Enterprise System Services, (3) Disaster Recovery, Business Continuity and Enterprise Security Services and (4) Unified Communications. How do we reflect \$0 consulting services in the Pricing Form?
If there is no cost associated with these services, please identify and describe them under "TECHNICAL AREA IDENTIFICATION AND UNDERSTANDING".
10. It is not common practice for us to include labor profit information in RFP responses. Given the public release of this information it could pose difficulty in future public sector RFPs as our colleague vendors will have intimate information of our pricing structure. Will there be a penalty from omitting labor profit from the Pricing Form, as long as all other columns are complete?
DART is looking to do a true comparison across all cost categories (Labor/Overhead/Profit). There won't be a penalty for not submitting requested rates, but it will make the evaluation more difficult.
11. Can the bidders respond on only two to three of the sections and still be considered equally in the decision making process?
Yes



12. Attachment 9 – Pricing – will that be provided by DART or is it up to the discretion of the responder to format as we see fit?
There is a separate pricing form located on the DART website. Please use this form when submitting pricing. If a proposer wishes to submit supplemental pricing, please submit it in whatever format is standard for you.
13. Section 2.3 Potential Scope of Services – since the specific details of the scope of work are not provided at this point, is DART looking for the responder to outline a general approach to the Category Activities along with rates per hour?
Yes
14. Section 2.3 – once the partner is selected for that category, will this be exclusive or will you choose multiple partners for each category?
This is difficult to determine at this time. There could be multiple partners in one or any of the categories of work to support DART.
15. Section 2.3 – once the partner is engaged for a specific project in a particular category, will they be allowed to offer a “fixed bid” statement of work for that specific project.
As much as possible, DART would like to lock in contracted rates for the types of work and positions requested. But, we understand that individual projects may require different and various types of work that haven’t been priced in the contract. When these projects arise, the contracted partner will have the opportunity to provide pricing specific to the work.
16. How many external IPs
24
17. How many internal endpoints
This was listed in the RFP. DART has around 110 windows server and 145 workstations.
18. Number of locations that will be in scope
3
19. If multiple, how are those locations connected?
They are connected via a MOE through one ISP from our primary data center to our secondary. There is also a backup WAN set up via a different ISP.

Then there is a T1 connection between both data centers and a radio tower site which includes a small subset of equipment.
20. Is there a current Incident Response plan in place?
No
21. Is there a current DRBCP in place?
No
22. Would training include all employees?
It depends on the project, but rarely would we ever have ALL employees involved in training. Typically, it would just be members of the IT Department and affected business units depending on the project scope and impact. We would plan this ahead of time through a SOW or WO.



23. Is in person training preferred?

Again, I think it really depends on the work being completed. Most of the time remote training is acceptable, but this would have to be on a case-by-case basis. In person training would probably be the preferred method, however, costs, time, etc. will determine whether it makes business sense to do.

24. For the services such as SAN configuration, Resource Planning, Troubleshooting, Configuration and Deployment. Are you expecting guidance from a security perspective or hands on support staff aug resources?

More often than not, it would be hands on support. However, the answer is truly both in that there will be times where we simply just want guidance and there will be times where we will just have the vendor complete the specified work. We will work through a work order though to define those parameters ahead of time.

25. Who is the current incumbent and what is the current contract value?

There are currently three (3) incumbents. Below are the incumbents and the contract amounts:

- *DXC Technology / Computer Sciences Corporation Tribridge Holdings LLC: Not to Exceed \$2,000,000*
- *SWC Technology Partners: Not to Exceed \$2,000,000*
- *RSM US LLP (RSM McGladrey): Not to Exceed \$2,000,000*

26. Is this contract is single awarded or multi-awarded?

Currently there are three (3) contracts for the requested services. DART anticipates potentially having multiple contracts awarded under the current RFP.

27. What is the annual budget for this contract?

There is no annual budget for the contract. The annual spend will depend on prioritization of projects as well as existing staff availability. Future projects may fluctuate depending on funding and other organizational priorities.

28. Are you required consultant on full time or just on as need basis for each Category A,B,C&D?

Services will mostly be as needed depending on staff availability and ongoing / upcoming projects.

29. What area of focus does each of the current outsourced personnel have?

*DXC Technology / Computer Sciences Corporation Tribridge Holdings LLC:
Information Management and Network Infrastructure Services
Enterprise System Services
Business Continuity and Enterprise Risk Management Services
Unified Communications Support*

*SWC Technology Partners:
Information Management and Network Infrastructure Services
Business Continuity and Enterprise Risk Management Services
Unified Communications Support*

*RSM US LLP (RSM McGladrey):
Information Management and Network Infrastructure Services
Enterprise System Services*

**IT CONSULTING SERVICES (FY20-R-001)
QUESTIONS AND ANSWERS**



*Business Continuity and Enterprise Risk Management Services
Unified Communications Support*

**These areas of focus differ slightly from the areas listed in the current RFP.*